

CITY OF TAYLOR
WATER, WASTEWATER, AND GARBAGE SERVICE
RESIDENTIAL CONTRACT



****DEPOSIT OF \$100 AND CONNECTION FEE OF \$25 REQUIRED (FOR 5/8" METER)****
****VALID PHOTO ID FOR ALL APPLICANTS AS WELL AS COPY OF LEASE**
OR CLOSING DOCUMENTS ALSO REQUIRED**

NEW SERVICE ACCOUNT INFORMATION:

☐ LANDLORD/OWNER

START DATE: _____

ADDRESS: _____

MAILING ADDRESS: _____

PRIMARY NAME ON ACCOUNT: _____

DRIVERS LICENSE #: _____ DATE OF BIRTH: _____

HOME PHONE: _____ WORK PHONE: _____

CELL PHONE: _____ ALT PHONE: _____

SECONDARY NAME ON ACCOUNT: _____

DRIVERS LICENSE #: _____ DATE OF BIRTH: _____

HOME PHONE: _____ WORK PHONE: _____

CELL PHONE: _____ ALT PHONE: _____

TRANSFER INFORMATION:

TRANSFERRING FROM ADDRESS: _____

TRANSFERRING ACCOUNT NUMBER: _____ FINAL DATE: _____

PREFERRED BILLING METHOD:

☐ PAPER BILL – U.S. MAIL ☐ PAPERLESS BILL – EMAIL _____

EXCEPTIONS:

UNDER THE TEXAS UTILITIES CODE, SECTION 182, UTILITY ACCOUNTS OF PERSONS 60 YEARS OF AGE OR OLDER WILL NOT RECEIVE A 10% PENALTY UNTIL THE BILL IS PAST DUE BY 25 DAYS IF REQUESTED. ☐ I AM 60 YEARS OF AGE OR OLDER (*PENALTY DELAY REQUEST ATTACHED*).

Initial

Customers are responsible for the timely payment of their Utility Billing Account whether the bill is received or not. Utility bills are mailed to customers each month and are due according to the appropriate assigned billing cycle or zone. If you do not receive your utility bill please contact the Utility Billing Division as soon as possible.

Initial Customers are responsible for the accuracy of their Utility Bill. If you find an error please contact the Utility Billing Division as soon as possible.

Initial If not paid by the due date, a penalty of 10% of the unpaid balance is applied to the account. Full payment including penalty charge is due 10 days later. (See chart below).

Initial Service will be disconnected if full payment is not received after the 10 day grace period and will include an administrative fee of \$25.00. This is NOT a disconnect fee, it is an administrative fee, and will be charged whether your service is disconnected or not.

Initial To restore service the past due balance and all penalties/fees must be paid. After payment is received, service will be restored by the end of business day.

Initial Services restored AFTER HOURS will be charged a \$50.00 after hours connection fee.

Initial It is unlawful for any person or property owner to reconnect or attempt to reconnect service and is punishable by fine up to \$1000.00 and/or jail. If meters are found to be tampered with (locks cut, etc.) additional fees will be charged to the account.

Initial If the water service is currently off, it is the responsibility of the resident to make sure that all water sources inside and outside of the home are off at the time the water is turned on. If the water meter shows that a water source is on, it will be turned off to avoid any flooding. In the event this happens, there will be an additional return trip fee charged in the amount of \$20.00. The City of Taylor is not responsible for any damages caused by flooding due to the negligence of the resident.

Initial Please keep meter box areas easily accessible to City Staff and free of debris/growth.

Initial New accounts (not including transferred accounts) will be charged a new customer sewer rate based on 5,000 gallons per month usage. This rate will be charged until sewer average is established.

If the due date falls on a date that the City of Taylor offices are closed (a weekend or holiday) you can still make your payment after hours by utilizing the night drop box at the Utility Billing office or via the website at www.taylortx.gov.

The chart below shows where your account will fall in the 4-Zone Billing Schedule by the first two digits of your account number.

Accounts that begin with	New Billing Zone	Billed & Due Dates	Late Notice Mailed & Due BY Dates	If paid after dates below, a \$25 Admin. Fee will be Applied ON the
14, 15, 16, 17, 18, 23, 27, 29, 31	1	5th / 20th	21st / 30th	1st
06, 07, 12, 13, 24, 25, 30	2	12th / 27th	28th / 7th	8th
01, 02, 03, 04, 05, 09, 28, 32	3	19th / 3rd	4th / 14th	15th
08, 10, 11, 19, 20, 21, 22, 26	4	26th / 10th	11th / 21st	22nd

SIGNATURE: _____

DATE: _____

CITY OF TAYLOR
Customer Service Agreement

I. PURPOSE

The City of Taylor is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions, which are in place to provide this protection. The City of Taylor enforces these restrictions to ensure public health and welfare. Each customer must read and sign this agreement before the City of Taylor will provide continuous water supply. In addition, when service to an existing connection has been suspended or terminated the City of Taylor will not reestablish service unless there is a signed copy of this agreement on file.

II. RESTRICTIONS

The following unacceptable practices are prohibited by State regulations:

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water supply by an air-gap or an appropriate backflow prevention device (Refer to list provided).
- B. No cross-connection between the public drinking water supply and a private system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of the air-gaps or a reduced pressure-zone backflow prevention device.
- C. No connections that allow water to be returned to the public water supply are permitted.
- D. No pipe or pipe fitting which contains more than 8% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
- E. No solder or flux that contains more than .2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

III. SERVICE AGREEMENT

The following are the terms of the service agreements between the City of Taylor and

_____ (printed name of customer).

The City of Taylor will maintain a copy of this agreement as long as the customer and/or the premises is connected to the City of Taylor's water supply.

- A. The customer shall allow the property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Taylor or its designated agent prior to initiating new water service, when there is reason to believe that cross-connections or other potential contamination hazards exist, or after any major changes to the private water distribution facilities. The inspections shall be conducted during the City of Taylor normal business hours.
- B. The City of Taylor shall notify the customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
- C. The customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- D. The customer shall, at his own expense, properly install, test and maintain any backflow prevention device required by the City of Taylor. Original copies of all the testing and maintenance records shall be provided to the City of Taylor.

IV. ENFORCEMENT

If the customer contractor fails to comply with the terms of this service agreement the City of Taylor shall, at its option, either: terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

Service Address

Date

Customer Printed Name

Customer Signature

Secondary Customer Printed Name

Secondary Customer Signature



NOTICE

REQUEST FOR CONFIDENTIALITY OF PERSONAL INFORMATION MAINTAINED BY THE CITY OF TAYLOR UTILITY BILLING DEPARTMENT

Personal information in your City of Taylor Utility Department customer account record(s) (for example, your address & telephone number) is generally considered public information under the Texas Government Code, Chapter 552, Public Information Act. The Social Security number of a living person is confidential and may not be released in most cases.

The Texas Utilities Code, Chapter 182, Rights of Utilities Customers, provides that a government-operated utility may not disclose personal information if the customer requests that the government-operated utility keep the personal information confidential.

Chapter 182 provides exceptions to the confidentiality even when a customer requests confidentiality. Personal information in a customer's account records may be disclosed, for example, to other governmental agencies for official purposes, to consumer reporting agencies, and to other utilities.

A customer may rescind a request for confidentiality by providing the government-operated utility written permission to disclose personal information.

This form enables you to request confidentiality of your personal information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your personal information, please initial the line below and return this form to the Utility billing Office at the address provided below.

_____ I request that my personal information maintained by the City of Taylor Utility Billing Department be kept confidential under Texas Utilities Code, Chapter 182. I understand that the City of Taylor Utility Billing Department does not charge a fee for this service.

Service Address

Date

Customer Printed Name

Customer Signature

Secondary Customer Printed Name

Secondary Customer Signature



EMERGENCY NOTIFICATION FORM

The City uses Blackboard Connect as its emergency notification system to alert residents and businesses when there is a disaster or emergency alert in their vicinity. You are encouraged to sign up for this service. You may choose to receive messages by any or all of these communications types: phone, text messages and email. Please provide the following:

Name: _____

Address: _____

Primary phone: _____

Secondary phone: _____

Email address: _____

Please select the preferred method(s) of notification: (*Please select all that apply*)

- ☐ Telephone
- ☐ Text Messaging
- ☐ Email

OR

- ☐ I prefer to **NOT** sign up for the Emergency Notification service at this time.

Signature

Date



REQUEST FOR PENALTY DELAY 60 YEARS OF AGE OR OLDER

Date: _____

Account: _____

Address: _____

Per Utilities Code, Title 4, Subtitle B, Chapter 183, The Texas Legislature enacted a bill allowing an elderly person who is 60 years of age or older to request the delay of penalty on their utility account until the 25th day after the date on which the bill is issued.

I, _____, request all future 10% late fee penalties be waived from my utility account in accordance with the above referenced exemption, and understand that the delay will only begin once the necessary documentation has been received by the City of Taylor Utility Billing Department and will be in effect as of the date received.

I understand that the delay of penalties **DOES NOT** stop late notices from being sent to me, only the associated fee.

I understand that this penalty delay **DOES NOT** prevent my account from receiving the \$25.00 administrative fee if payment is not made by the 25th day after the date on which the bill is issued, and **DOES NOT** protect my account from disconnection.

I certify that I am the primary or secondary contact for the above listed residential account and am named on the tax records or lease agreement.

I certify that I occupy the entire premises for which this delay is requested.

Driver's License/ID # and State

Date of Birth

Phone Number

Email

Signature

Office Use Only:

DATE RECEIVED: _____ CLERK: _____ ACCOUNT UPDATED: _____